

INDIANA FAMILY AND  
SOCIAL SERVICES  
ADMINISTRATION /  
MENTAL HEALTH AND  
ADDICTION

Larue D. Carter Memorial Hospital  
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### Our Vision:

To serve the citizens of Indiana as a center of excellence in mental health.

### Our Mission:

To provide specialized treatment, education, and research in the field of mental health.

- Teaching
- Research
- Treatment

#### *The Carter Insider*

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This Month's Contributors:  
Gwynn Best, Alma Burrus, Karin Conner, Steve Elder, Eric Heeter, Cathy Holdt, Rob Hood, Quiana Jefferson, Kausar Siddiqi, Art Sterne

# Larue D. Carter Memorial Hospital

## The Carter Insider



Volume 11, Issue 5

May 2015

### New Leaders Join the LCH Team

Our new Quality Assurance Director, **Lynn Bailey**, comes to us from Anthem Blue Cross and Blue Shield where she served as Quality Management Director. Prior to that, she worked for the United Health Group and for Community Westview Hospital as Clinical Quality Index Manager. Lynn has an MBA from Indiana University and an MSW from Taylor University.

**Betty Kubwalo** is our new Business Administrator. She has knowledge and skills in auditing, billing, purchasing, and managerial experience. She also has experience in mental health settings. Betty has a bachelor's degree in Business from IU-Southbend.



**Lynn Bailey**  
Quality Director



**Betty Kubwalo**  
Business Manager

**Welcome to the LCH family!**

### National Nurses Week

**National Nurses Week begins each year on May 6 and ends on May 12.** May 12 is the birthday of Florence Nightingale, the woman who is widely recognized as the founder of modern nursing.

Nurses are the first line of defense in the prevention of illness and injury. They champion and



promote the health of our nation. Nurses are healthcare leaders and trusted advisors on health issues.

Please **thank our nurses** here at LCH for all they do to serve our patients. They are truly amazing!

### Policy Update Training in May

This year, we will be inaugurating new training that is an extension of our annual Info Fair. Because we have had so many new and revised policies since last October's Info Fair, we have decided to have a separate Policy Update in May. The regular Info Fair will still be held in October. This will allow us to have two training events of a more "manageable" size.

**The Policy Update training**

**will be held from May 26 through June 12.**

**All employees must review a basic PowerPoint presentation via the hospital shared folder named "Policy Update Training 2015" or via hard copies made available by their supervisor. Then employees must take a basic test which can be printed out in hard copy from the shared folder. Once they have completed the written test, they must submit the**

test to their supervisor who will then be responsible for submitting the test to Staff Development for grading. Employees scoring less than 80% on the test will be required to review the presentation again and to retake the test. Since the presentation and the test can be available via hard copies, no computer lab time will be necessary.

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**Superintendent Eric D. Heeter, Sr. to conduct  
Open Forums**

**On**

**Tuesday, May 19 and Thursday, May 21**

**At**

**7 a.m. and 3 p.m. both days**

**In the Auditorium**



**Make sure to get your supervisor's permission to attend, if necessary, so coverage can be maintained.**

**You may submit questions by Friday, May 15, for Superintendent Heeter, using the red suggestion box by the time clock in the north lobby area.**

## Policy Update Training in May continued from page 1



In addition, many employees will be required to view a supplemental presentation designed for their own work area /position and to take an additional test on that specialized information. For this training there will be supplements for:

- HR/IOP
- Nursing 1
- Nursing 2
- Pharmacy
- Physicians
- Treatment 1
- Treatment 2

**In addition some employees will also need to take a**

**supplement on Medical Records. Some employees will need to take the entire Medical Records presentation while some employees in Nursing and Treatment areas will need to take an abbreviated version of the Medical Records supplement—these abbreviated versions are called “Nursing 2” and “Treatment 2.”**

Supervisors will be responsible for ensuring that employees complete the required testing.

**Beginning May 26, go to the hospital shared folders and open the “Policy Update Training 2015” folder to view the presentation(s) and to print out the test(s).**

If you do not have access to a computer, ask your supervisor

for a hard copy.

**All employees must complete this mandatory training and testing no later than 4:00 pm on Friday, June 12.**

In addition to all state employees, **all other individuals** who regularly work at the hospital on a regular basis (such as contract employees, IU employees, Aramark employees, etc.), **all students** who will be at LCH for at least six months, and **all volunteers** must complete this mandatory training.

If you have a question about what materials you need to complete, go to the “Policy Update Training 2015” shared folder and look at the Requirements List.

## LCH Potpourri



**Juanita Henry**  
May Employee of the Month

**Congratulations to Juanita Henry** (Housekeeper) on being named LCH's Employee of the Month for May! Juanita is super-conscientious about keeping her areas of the hospital clean and neat. And she has a contagious, positive attitude that brightens those folks who are fortunate enough to come in contact with her.

**We welcome:** Kevin Alting (Housekeeper), Lynn Bailey (QA Director), Charles Boampong (BHRA), Kristina Byrd (Social Worker), Dorthea Glenn (Housekeeper), John Jones

(Steam Plant Operator), Betty Kubwalo (Business Administrator), Bobola Oyedeji (BHRA), and Melissa Weber (Social Worker).

**We say farewell to:** Keyana Boyd (BHRA), Sarah Conkle (Charge Nurse), Keana Jackson (BHRA), Dawn LaRoche (Unit Director), Arabian Nash (Security Officer), and Shalonda Pegues (BHRA).

Best wishes to **Dr. Susanne Blix** on her retirement!

LCH won a Champion Award as a result of the annual SECC

drive. This means that we increased our number of champion givers by more than 20%. We also received the traveling plaque for the largest percent increase for a state agency with more than 250 employees. The plaque will be displayed in the front lobby.

**Nyra Robinson** (BHRA) passed away after an extended illness. Our thoughts are with Nyra's family and friends.

Our deepest sympathy goes to **LaTanya Allender** on the unexpected passing of her son.



**Left: Dr. Beth Pfau with Dr. Susanne Blix at Dr. Blix's retirement party.**

**Right: Dr. Blix in her tiara and boa.**

(photos courtesy of Cathy Holdt and Kausar Siddiqi)



# CERTIFICATE of EXCELLENCE

**Congratulations to the following employees who were awarded Certificates of Excellence in April:**

*Jy Anderson*

*Kevin Bell (2)*

*LaTascha Bolden*

*Erin Clappitt*

*Norma Martin*

*John Reed*

*Jada Svoboda*

*Jeressa Armstrong*

*Gwynn Best*

*Alma Burrus*

*Rob Hood*

*Ken Mays*

*Wilimena Scott*

*Shelonda White*

*Burkett Bell*

*Mary Boatright*

*Lisa Carrico*

*Robert Kojwang*

*Jennifer Nevins*

*Annie Self*

## Wellness Works by Quiana Jefferson, Chair, Hospital Wellness Committee



As HWC Chair and Wellness Champion for LCH, I will be putting together health and wellness events to relay information on health care upgrades, health care premiums, Humana Vitality, health and wellness events around the state, discounts, and more.

### Walk Group

The LCH Walk Group will meet on Tuesdays and Thursdays at 11:00 am to 11:30 am. To participate, gather at the front lobby of Building 8. There is no sign up or registration to join the walk group; however, the group is for LCH employees only (not patients).

### Humana Vitality

You can learn more about how to use Humana Vitality in a free webinar. Corey Nelson, the

state's Humana Vitality representative, is hosting several great learning opportunities that can help state employees and their adult dependents understand how to register for and become more familiar with Humana Vitality. These 45-minute sessions include:

- Registering
- Taking your health assessment
- Earning points
- Setting goals
- Registering an approved activity device
- Attaining silver status

Webinar dates are:

- May 7 and May 19

- June 9 and June 25

All webinars begin at noon. If you are not able to attend any of the webinar dates, go to the Humana Vitality website and explore the site to get a feel of how to navigate through the portal. This site is exclusively for State of Indiana employees and is not connected to any other Humana services.

### National Get Fit, Don't Sit Day

On Wednesday, May 6, the State of Indiana is participating in the American Diabetes Association's National Get Fit, Don't Sit Day.

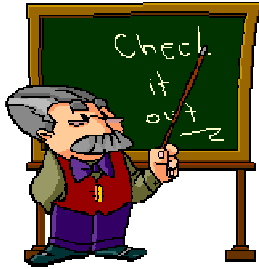
Too much sitting is bad for your health. So, get up and move at least every 90 minutes. See you at noon in the north lobby for a 30-minute walk!

*"I cannot sing, dance or act, what else would I be but a talk show host?"*

*David Letterman*



## Learning It for Life by Steve Elder, Training Director



**A Go Kit  
Inspection is  
scheduled for  
Wednesday,  
May 13!**

Every home needs a family disaster kit. The following items are recommendations from the Centers for Disease Control about what you should have in your family disaster kit.

**Food and Water:** Keep at least three gallons of water per person, per day in your kit, PLUS four gallons per person per day if you are confined to your home. Don't forget about water for your pets, too! Keep a three-day supply of food in your kit for each person and/or pet PLUS an additional four-day supply for each person and/or pet if you are confined to your home.

**Infants:** Be sure you have plenty of diapers, formula, bottles, powdered milk and prescriptions (that don't require refrigeration) in your kit if you have an infant or a small child in your family.

**Seniors or Disabled Persons:** Keep any special items you might need, like prescrip-

tions, denture items, extra eyeglasses, hearing aid batteries, inhalers, etc., in your disaster kit.

**Kitchen Accessories:** Include a manual can opener, plates and utensils, a utility knife, sugar and salt and other kitchen essentials in your kit.

**Sanitation and Hygiene Items:** Items like shampoo, soap, deodorant, toothpaste, toothbrushes, comb and brush, lip balm, sunscreen, contact lenses, toilet paper, hand sanitizer, liquid detergent, garbage bags and any other essential items.

**Clothing and Footwear:** Keep at least one complete change of clothing and footwear per person including rain gear, hats, gloves and any other seasonal items that might be needed.

**Entertainment:** Books, magazines, etc.

**Other Essential Items:**

Paper, pencils, needles and thread, small ABC-type fire extinguisher, medicine, whistle, duct tape, emergency preparedness manual; a map of the area with places you can go and phone numbers; a portable, battery-powered radio or television and extra, fresh batteries; several flashlights and fresh batteries; a first aid kit; blankets or a sleeping bag for each person; cash and coins and copies of credit cards; copies of medical prescriptions; a small tent, compass and shovel; candles and matches (in a waterproof container); and an extra set of keys and IDs.

Keep your kit handy in something like a backpack or a tote and put it someplace that is easily accessible by the whole family and can be reached quickly. Keep an eye on any expiration dates on items in your kit and replace them as needed.

## Memorial Day Observance



Memorial Day is a U.S. federal holiday to remember those who died while serving in the country's armed forces. The holiday, formerly known as Decoration Day, originated after the Civil War; however, the practice of decorating soldiers' graves with flowers is an ancient custom.

The first widely-publicized observance of a Memorial Day-type observance after the Civil War was in Charleston, South Carolina, on May 1, 1865. During the War, 257 Union prisoners of war died there and were buried in unmarked graves. Together with teachers and missionaries, black resi-

dents of Charleston prepared for the ceremony, cleaning and landscaping the burial ground. On May 1, several thousand participants—freedmen, school children and teachers, mutual aid societies, Union troops, and black ministers—brought flowers to place on the burial field.

*"A hero is someone who has given his or her life to something bigger than oneself."*

*Joseph Campbell*





## Culturally Savvy! by Deb Doty, Chair, Cultural Diversity Committee



I don't know whether this bugs you or not, but it really bothers me when I read an ad in a catalogue that says, "One Size Fits All." I do not know what universe these similarly sized people live in, but it isn't the one I live in. I'm 4'10" and not petite—if you know what I mean. So, it is really unlikely I will find something to fit me without some sort of substantial alterations. One size does not always fit everyone.

And so it is with our patients. One size does not fit all. Each patient is an individual. And if you haven't noticed, those individuals make up a very diverse group.

Our patients come from a wide variety of cultures—different ethnic backgrounds, races, ages, educational levels, religions, socio-economic backgrounds, etc., etc. And those can be very different from our own experiences. We can't just assume that one size fits all. That's why it's so important for us to become culturally competent.

"Culture" is: Everything we have learned; the meaning we give to things; the values we have; what we perceive to be "normal" behavior. Culture is transmitted to us by our family, community, and society. It is our worldview. "Competence" involves abilities/skills.

Cultural competence involves four main aspects:

- **Awareness** of one's own cultural worldview
- One's **attitude** toward cultural differences
- **Knowledge** of different cultural practices and worldviews
- Development of cross-cultural **skills**

Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures. When we are culturally competent, we can more effectively treat our patients because we will understand them better.

The Cultural Diversity Committee (CDC) is seeking ways to help LCH employees become more culturally competent—to become culturally savvy. If you have suggestions for us, please contact one of these CDC members:

**Teresa Armstrong**

**Dianna Brown**

**Deb Doty**

**Kailyn Duane**

**Esmeralda Espinoza**

**Rob Hood**

**Tammy May**

**Vonda Montgomery**

**Jennifer Nevins**

**Funmi Olaitan**

**Maribel Pastran**

**Dee Dee Riggs**

**Ryan Shepherd**

**Kausar Siddiqi**

**Kirsten Yamasaki**

## Happy Mother's Day!

*"Life began with waking up and loving my mother's face."*

*George Eliot*



*"Everything I am is because of my mom."*

*Sarah Michelle Gellar*



## You're Invited!

If you are thinking about retiring in the near future, you are invited to join LCH retirees for their spring reunion luncheon!

- Where: Golden Corral, 6102 W. 38th Street

- When: Wednesday, May 13; 11:30 to 1:00

Each person pays individually at the entrance. (There are senior discounts.) Then go to the dining area reserved for the group. Enjoy the food, fellow-

ship, and reconnections with friends and former employees.

If you'd like more information, please contact Dr. Arthur Sterne at [pointblankindy@sbcglobal.net](mailto:pointblankindy@sbcglobal.net) or at 577-5961.



## System Integration Council Launched

The Family and Social Services Administration (FSSA) has recently formed the state hospital System Integration Council to align the work of DMHA's six state hospitals and position them to respond to the state's increasing public mental health demands. The primary goals of this initiative are to enhance access and experience of care, improve health outcomes of Hoosiers receiving mental health services and, ultimately, reduce overall reliance on public funds.

The state hospitals have served for many decades as the facilities of "last resort" for the long-term care of the most severely mentally ill citizens of our state. Each hospital has developed areas of clinical specialty and expertise, as well as their own individual policies and operating procedures. This has resulted in a siloed system of individual facilities, rather than a coordinated system of clinical services. Our citizens deserve a

better coordinated and modernized system to respond to the present and future demands.

This project is being guided by the Division of Mental Health and Addiction (DMHA) Deputy Director Mark Newell. The Council, which includes a dedicated team of hospital staff and additional stakeholders, has identified four goals to improve the state's mental health system:

- Integrate the hospitals and other elements of the public mental health system into a comprehensive, integrated mental health network.
- Leverage available capacity in hospitals to address critical shortages of psychiatric beds across the state.
- Establish new business relationships with existing health provider networks

and insurance carriers to increase Hoosiers' access to public mental health services, and increase revenue sources other than through public funds.

- Develop and promote "centers of excellence" that are varied and unique among the hospitals. This can be accomplished by leveraging the expertise that exists within the framework of hospitals and through coordination with Indiana University School of Medicine faculty.

The hospitals will then function as if there is one entry point and a coordinated exit point for our system, which will allow our team to focus on sending patients to the right place within our system to receive care. Updates about this exciting project will be available on the DMHA section of The Hub.



## Do 1 Thing!

Do 1 Thing is a 12-month program that makes it easy for you to prepare yourself, your family, and your community for emergencies or disasters.

**This month: Have an emergency food supply**

**that will meet the needs of your household for three days without outside help.**

- Put aside a three-day supply of food following the BUS rule: **B**alance, **U**sability, **S**helf-life.
- Take steps to make sure food in your refrigerator and freezer will stay safe.
- Make sure you can meet any special dietary needs in your household.